EHDI Audiologist & eSP reporting Q and A 7-10

How can I get the full text of the EHDI law and rules?	a. *The EHDI law can be found at:* *http://www.idph.state.ia.us/iaehdi/professionals.asp* b. *The EHDI rules can be found at:* http://www.idph.state.ia.us/iaehdi/professionals.asp

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When do I consider a child lost-to-follow-up, and do I mark them as such in the eSP data base?

EA pre-service coordinators attempt contact with families via mail and telephone according to the following procedure approved by the EHDI Quality Assurance Committee and AEA Leadership Committee:

- Within 48 hours of receiving the EA referral from state EHDI personnel, EA will make an attempt to reach the family by phone (or letter if that has been more successful in the EA region). If a call is made and no one answers and voice mail is available, EA will leave a message. If the phone has been disconnected, move directly to the third bullet below (mail a letter).
- After seven to ten days, a second attempt to reach the family will be made by phone.
- After seven to ten days, a final attempt will be made to reach the family through a written letter for those regions who chose to make a call first. For those regions that chose to send a letter, one final attempt to reach the family by phone will take place.
- EA will notify the EHDI program if the attempts were unsuccessful and a case note will be made in the child's EHDI data management system record.

When the Early ACCESS pre service coordinator does not get a response from the family, the pre-service coordinator contacts the EHDI program immediately. The EHDI program makes a final attempt to get the child in for follow-up. This will include the following:

- A letter will be mailed to the family from the EHDI program
- A letter and fax-back form will be sent to the primary care physician (PCP) of record and recorded in the statewide EHDI data management system. If the PCP responds with updated information, EHDI staff members update the statewide EHDI data management system and provide further follow-up as appropriate.

EHDI staff members will change the status of children in the data system when appropriate to one of the following:

- Lost contact
- Moved out of state
- Refused

A change in status will only occur when all attempts to locate the child/family have failed, including attempts to locate the family through other programs such as WIC, immunization, newborn metabolic screening program, and the child health program. Early ACCESS/AEA personnel **should not** change children's status, as the EHDI program will make final attempts to reach the family as described above. If a parent refuses screening or reports that the child has moved out of state, EA staff should report the information to the EHDI program. The EHDI staff will ensure the record is complete and make the status change.

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If an AEA refers the child on for further assessment, and the diagnostic facility reports to the EHDI program and not the AEA, how will the AEA audiologist know the results of the diagnostic assessment?	If the AEA audiologist has access to the child's record in the eSP database because they have been working with the child already, they will be able to see the results provided by the other service provider once they are entered in eSP. If they want to get the results directly from the diagnostic facility, they can send a completed *Early ACCESS Authorization for Exchange of Information with the parent to take to the assessment*. Note: If it is a health entity that has HIPPA requirements, use the *EA Authorization for Release of Health Information*.
What do I need to do to get a baby off the "needs follow-up" list in eSP?	Report the child to the State EHDI Coordinator. The child may need to be marked as "lost contact." In the status field.
If AEA personnel cannot find a baby in the eSP system, should they add it?	Not necessarily. In order to avoid duplicate records, please first let Tammy O'Hollearn know the name, date of birth, birth hospital, and mother's name of the child you can't find. She will then attempt to locate the baby in the system. Tammy will let the AEA know whether the child should be added or how to find the baby in the eSP system. If a baby is born out of the state or country, it will probably need to be added to the eSP system. Please search for the baby first, however, so that duplicates can be avoided. If you have determined that you need to enter the baby and you need help doing that, contact Tammy O'Hollearn.
Should the AEA use the eSP appointment function to note the date and time of upcoming audiological appointments?	If the AEA has the appointment scheduled, it is a good idea to use the appointment feature. This acts as a reminder for you, and lets the EHDI program know that follow-up is scheduled, so a referral for pre-service coordination is not needed. A case note listing upcoming appointments can also be made, but this will not necessarily take the baby off the list of those needing follow-up.

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How do I enter a baby born out-of-state into eSP?

If a child is born out of state or country, first search (if you have access to IDPH) to ensure they are not in the system. Once in a while Tammy will get referrals from other states and she automatically enters them into the system before making the referral to the AEA.

If you are a token user that has access to IDPH, never enter them under IDPH or it will show IDPH as the birth screen provider. EHDI also does not want the AEA's listed as the birth screen provider either otherwise the EHDI program staff have to go back and correct all the records to get accurate data. To add the babies to the system you can do it one of two ways depending on what your access is. The instructions are listed below.

If you have access to IDPH:, select "Out of State Babies" facility. Once you have selected that facility, click on patients, add patient and begin filling out the form as much as possible. We realize that most likely you will not have time of birth and/or GA and weight . Add the PCP/Medical Home (primary care physician as a provider. The instructions are in your user manual on page 18. Add your AEA as an audiologist. That would then give you or anyone else in your AEA access to that child's record. To add the child's results, you would select your AEA as the facility and enter the results as you normally would.

If you have access to your AEA only: add the baby as you normally would (go to patients, add patient and begin working your way through the form). When you get to place of birth select Hospital or Home depending on which one it is. Then you will see hospital and it will give you a drop down list to select from. Some of the bordering state hospitals are included in that list, otherwise select "Out of State Babies" or "Out of Country Babies" accordingly. Add the AEA as an audiologist and the primary care physician as PCP/Medical Home. Once you return to the demographics tab after you have entered the PCP and AEA as an audiologist, you will see your AEA also listed as the birth screen provider on the demographics tab under Patient Professional Contacts. We don't want the AEA listed as the birth screen provider. To remove the AEA as birth screen provider, you first want to add the hospital of birth or "out of state babies" as the birth screen provider. After you see the following example

Name	Service Type	Phone
Olk, Douglas (MD)	PCP/Medical Home	
Mercy Medical Center-Dubuque	Birth Screen Provider	563-589-8000

there is a remove button to the left of the AEA-birth screen provider. Click on that button. You will only want to hit remove if you are listed as the audiologist or you will no longer have access to the record. You don't want that. You will want to go back and select birth screen provider as the service, select search for a place (facility), locate professional contact. Then enter "out" by facility name, hit enter, and then you will get either "Out of State Babies" or "Out of Country Babies", select the correct one and click on save and return to the demographics tab. Once you have saved it, both AEA 14 and Out of State Babies will be listed as the birth screen provider. Click on the "remove" button that is next to the AEA 1 – birth screen provider. That will then remove the AEA as the birth screen provider. Keep "Out of State Babies" as the birth screen provider and keep AEA 14-Green Valley as the Audiologist.

If you are confused regarding the directions, just e-mail or call! Tammy can walk you through it. Please share these directions with any other audiologist in your AEA that may access the system and have kids to enter who are out of state or out of country.